

# This Computes!



**Department of Health Care Services  
Children's Medical Services Network  
(CMS Net) - Information Bulletin #372**

## **Session Merge/Sharing Issue with Internet Explorer**

Currently when a user works with one or more sessions at the same time, Internet Explorer shares or merges the same session with all the browser instances. This results in data corruption such as SARs getting overwritten with wrong county, dates, etc.

To avoid session sharing or session merging issues with CMS web application on IE, please follow the below guidelines:

### **Option 1:**

Open the below URL:

<https://cmsprovider.cahwnet.gov/session.reg>

When prompted, click on "Run" and in the second dialog, click "Yes".

### **Option 2:**

When you want to open a new IE window, press F10 (to show the file menu toolbar) and click on File->New Session

### **Option 3:**

Permanently modify your IE shortcut by clicking on the shortcut properties and in the Target field:

**"C:\Program Files\Internet Explorer\iexplore.exe" -nomerge**

Once you have used any of the above options, please save your work, close all your browsers and open them again to resume your work.